

Organizational Self-Assessment

This organizational self-assessment provides an opportunity for a hospital to assess current policies and practices as part of a process to change the concept of families as “visitors” to welcoming families as essential members of the care team, according to patient preference. It helps determine initial priorities and action steps to begin the process of change and improvement. It can also be used to track progress over time.

The name of the hospital where I work is: _____

			PRIORITY FOR CHANGE					PRIORITY FOR CHANGE			
	YES	NO	1	2	3		YES	NO	1	2	3
<p>1. Does our hospital acknowledge the importance of families and other care partners to the care, comfort, and safety of patients in:</p> <ul style="list-style-type: none"> • Written policies? <input type="radio"/> YES <input type="radio"/> NO 1 2 3 • Staff practices? <input type="radio"/> YES <input type="radio"/> NO 1 2 3 • Website? <input type="radio"/> YES <input type="radio"/> NO 1 2 3 											
<p>2. Do our hospital’s written policies refer to families and other care partners as essential members of the health care team and not as “visitors?”</p> <p style="text-align: right;"><input type="radio"/> YES <input type="radio"/> NO 1 2 3</p>											
<p>3. Does our hospital encourage patients to define their family or other care partner who will be involved in care and decision-making through:</p> <ul style="list-style-type: none"> • Written policies? <input type="radio"/> YES <input type="radio"/> NO 1 2 3 • Staff practices? <input type="radio"/> YES <input type="radio"/> NO 1 2 3 • Documentation systems? <input type="radio"/> YES <input type="radio"/> NO 1 2 3 											
<p>4. Does our hospital encourage patients to identify their preferences for how family members and other care partners will be involved in care, care planning, and decision-making in:</p> <ul style="list-style-type: none"> • Written policies? <input type="radio"/> YES <input type="radio"/> NO 1 2 3 • Staff practices? <input type="radio"/> YES <input type="radio"/> NO 1 2 3 • Documentation systems? <input type="radio"/> YES <input type="radio"/> NO 1 2 3 											
<p>5. Does the hospital’s family presence policy welcome siblings and children of all ages according to patient and family preferences?</p> <p style="text-align: right;"><input type="radio"/> YES <input type="radio"/> NO 1 2 3</p>											
<p>6. Does our hospital make a distinction between families and other care partners AND visitors (i.e., friends, colleagues, or distant relatives who may wish to visit) in:</p> <ul style="list-style-type: none"> • Written policies? <input type="radio"/> YES <input type="radio"/> NO 1 2 3 • Website? <input type="radio"/> YES <input type="radio"/> NO 1 2 3 • Patient information materials? <input type="radio"/> YES <input type="radio"/> NO 1 2 3 • Staff practices? <input type="radio"/> YES <input type="radio"/> NO 1 2 3 											
<p>7. Do our staff practices welcome families 24 hours a day and during:</p> <ul style="list-style-type: none"> • Daily interdisciplinary rounds? <input type="radio"/> YES <input type="radio"/> NO 1 2 3 • Shift changes? <input type="radio"/> YES <input type="radio"/> NO 1 2 3 • Codes or other emergency situations? <input type="radio"/> YES <input type="radio"/> NO 1 2 3 											
<p>8. Do our staff practices encourage and support patients and families to participate in:</p> <ul style="list-style-type: none"> • Setting daily goals? <input type="radio"/> YES <input type="radio"/> NO 1 2 3 • Planning transitions/discharge? <input type="radio"/> YES <input type="radio"/> NO 1 2 3 • Planning end-of-life care? <input type="radio"/> YES <input type="radio"/> NO 1 2 3 											
<p>9. Are patients and families welcomed as members of the health care team in:</p> <ul style="list-style-type: none"> • Pre-admission materials? <input type="radio"/> YES <input type="radio"/> NO 1 2 3 • Patient/family handbooks? <input type="radio"/> YES <input type="radio"/> NO 1 2 3 • Unit welcome packets? <input type="radio"/> YES <input type="radio"/> NO 1 2 3 											

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Organizational Self-Assessment

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		YES	NO	PRIORITY FOR CHANGE					YES	NO	PRIORITY FOR CHANGE		
<p>10. Does our hospital's website:</p> <ul style="list-style-type: none"> • Refer to families and other care partners as essential members of the health care team and not as "visitors?" • Convey the message that families and other care partners are welcome 24 hours a day and 7 days a week? • Provide useful information that encourages families and other care partners to participate in the care of their loved ones? 		<input type="radio"/>	<input type="radio"/>	1	2	3	<p>13. Is the necessity of partnering with patients and their families as members of the health care team clearly addressed in:</p> <ul style="list-style-type: none"> • Orientation for clinicians? • Orientation for other staff? • Inservice and continuing education for clinicians? • Inservice and continuing education for other staff? 		<input type="radio"/>	<input type="radio"/>	1	2	3
<p>11. Does the hospital and its clinical areas welcome families through:</p> <ul style="list-style-type: none"> • Signage that is prominent and worded positively? • Adequate and comfortable space at the bedside? • Financial support for parking or meals, if needed? 		<input type="radio"/>	<input type="radio"/>	1	2	3	<p>14. Is the necessity of partnering with patients and their families as members of the health care team clearly articulated in:</p> <ul style="list-style-type: none"> • Position descriptions? • Performance appraisals? 		<input type="radio"/>	<input type="radio"/>	1	2	3
<p>12. Is there a systematic process for gathering information about patient and family satisfaction with policies and practices related to family presence and participation?</p>		<input type="radio"/>	<input type="radio"/>	1	2	3	<p>15. Are there patient and family advisors participating in the development, implementation, and evaluation of the hospital's family presence policy?</p>		<input type="radio"/>	<input type="radio"/>	1	2	3

Comments, Initial Priorities, and Action Steps

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